



Wisconsin

BadgerCare Plus Choice Booklet



November 2008

BadgerCare Plus is Wisconsin's health care program that has been streamlined to provide affordable access to health care for 98% of the State's citizens. The program provides access to health care coverage to many children and pregnant women.

**Department of Health Services
Division of Health Care Access and Accountability**

[English]

For help to translate or understand this document, please call
1-800-291-2002.

[Spanish]

Si necesita ayuda para traducir o entender este texto, por favor llame al
teléfono 1-800-291-2002.

[Russian]

Если вам не всё понятно в этом документе, позвоните по телефону
1-800-291-2002.

[Hmong]

Yog xav tau kev pab txhais cov ntaub ntawv no kom koj totaub, hu rau
1-800-291-2002.

[Hearing Impaired]

For help to understand this document, please call TDD/TTY
1-800-291-2002.

Most families participating in the Wisconsin BadgerCare Plus program receive their health care through HMOs (Health Maintenance Organizations). This guide will help you choose an HMO for your family. You must choose the same HMO for all eligible family members.

Not all HMOs in this guide are available to you. You may choose from the list on your HMO Enrollment Choice form. HMOs marked “full” do not have room for new members.

The Wisconsin BadgerCare Plus HMO Enrollment Specialist is available toll free at **1-800-291-2002** from 7:00 a.m. to 6:00 p.m., Monday through Friday to answer your questions about HMO enrollment. The Enrollment Specialist provides language translations for those who need it.

The Enrollment Specialist can tell you if your doctor accepts any of the BadgerCare Plus HMOs. The Enrollment Specialist can also enroll you into the HMO of your choice right over the telephone or they can help you complete the form.

Thank you for choosing your Wisconsin BadgerCare Plus HMO!



Who to Call:

To enroll in an HMO or to have your enrollment questions answered call the **Enrollment Specialist at 1-800-291-2002** from 7:00 a.m. to 6:00 p.m., Monday through Friday.

Specific Questions About Health Care Services:

If you have questions about the health care services an HMO provides or other general questions about an HMO, call the HMO's member services. See the HMO Service Area Section for information on the counties these HMOs serve.

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|  | <p><u>Abri Health Plan</u> 1-888-999-2404 or (262) 946-1160 (262) 946-1259 TDD</p> |
|  | <p><u>Children's Community Health Plan</u> 1-800-482-8010 and 1-800-279-1301 (Columbia, Dane and Iowa Counties only) 1-877-733-6456 TDD</p> |
| <p>Compcare</p> | <p><u>Compcare</u> 1-888-203-7771 or (715) 552-4310 1-800-947-3529 TDD</p> |
|  | <p><u>Dean Health Plan</u> 1-800-279-1301 and 1-800-482-8010 (Milwaukee, Kenosha, Ozaukee, Racine, and Waukesha Counties only) 1-877-733-6456 TDD</p> |

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|  | <p><u>Group Health Cooperative of Eau Claire</u> 1-888-203-7770 or (715) 552-4300 1-800-947-3529 TDD</p> |
| <p>Group Health Cooperative HMO</p> | <p><u>Group Health Cooperative of Wisconsin – South Central</u> (608) 828-4853 (608) 828-4815 TDD</p> |
|  | <p><u>Gundersen Lutheran Health Plan</u> 1-866-537-1477 or (608) 775-0150 1-800-947-3529 TDD</p> |
| <p>Health Tradition Health Plan</p> | <p><u>Health Tradition Health Plan</u> 1-800-545-8499 1-888-459-3020 TDD</p> |
|  | <p><u>Managed Health Services</u> 1-888-713-6180 or (414) 345-4646 1-800-446-6136 TDD</p> |
|  | <p><u>MercyCare Insurance Company</u> 1-800-895-2421 1-800-947-3529 TDD</p> |

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|---|--|
|  <p>Network Health Plan AFFINITY HEALTH SYSTEM</p> | <p><u>Network Health Plan</u> 1-888-713-6180 or (414) 345-4646 1-800-446-6136 TDD</p> |
|  <p>Physicians Plus INSURANCE CORPORATION</p> | <p><u>Physicians Plus Insurance Corporation</u> 1-800-545-5015 or (608) 282-8900 (608) 260-7998 TDD</p> |
|  <p>Security Health Plan</p> | <p><u>Security Health Plan</u> 1-800-791-3044 1-800-791-3044 TDD</p> |
|  <p>UnitedHealthcare of Wisconsin, Inc. UnitedHealthcare A UnitedHealth Group Company</p> | <p><u>UnitedHealthcare of Wisconsin</u> 1-800-504-9660 1-800-947-6644 TDD</p> |
|  <p>Unity Health Insurance A UW Health Affiliated Company</p> | <p><u>Unity Health Plan</u> 1-800-362-3310 (608) 643-1421 TDD</p> |

2007 Wisconsin Medicaid and BadgerCare HMO Report Card

The ***Wisconsin Medicaid and BadgerCare HMO Report Card*** can help you choose or change your HMO. It compares one HMO to another in five areas of health care and four areas of enrollee satisfaction.

They are:

Health Care

- HealthChecks for children
- Shots (vaccinations) for children
- Blood lead screening for children
- Pap tests for women
- Mental health and drug abuse evaluations

Satisfaction With

- HMO customer service
- Getting needed care
- The HMO
- HMO health care

The health care ratings are based on information about services HMOs provided to Medicaid and BadgerCare enrollees.

The satisfaction ratings are based on a survey of HMO enrollees on these topics:

HMO customer service shows how well their HMO handled questions or problems.

Getting needed care shows how they rated how easy it is to get an appointment.

The HMO shows how enrollees rated their HMO overall.

HMO health care shows how they felt about the quality of care they received.

Each HMO is rated on a scale of one to three stars.

- ★ One star means the HMO scored below the average score of the other HMOs.
- ★★ Two stars mean the score was average.
- ★★★ Three stars mean the HMO scored above average.

A below-average score does not mean that the HMO provides poor care or bad service. It means that the HMO scored below average compared to other HMOs. An HMO is above or below the average only when the difference is large enough to show a true difference in performance.

The high and low scores on each item are shown at the bottom of the table. This shows that the difference between the scores for above average, average and below average can be quite small, quite large in others.

For more information about HMOs, call the HMO Enrollment Specialist at **1-800-291-2002**.

| Wisconsin Medicaid and BadgerCare 2007 HMO Report Card | | | | | | | | | |
|---|---------------------------------|--------------|---------------------|------------------|-----------------------------|------------------------------|----------------------------|--------------------|--------------------|
| | Health Care | | | | | Consumer Satisfaction | | | |
| | Health Check EPSDT** | Shots | Lead Screens | Pap Tests | MH/DA Evaluation | Customer Service | Getting Needed Care | Health Plan | Health Care |
| <i>Abri Health Plan</i> | ☆☆ | N/A | ☆☆ | ☆ | ☆ | ☆☆ | ☆ | ☆ | ☆☆ |
| <i>Children's Community Health Plan</i> | N/A | N/A | N/A | ☆ | ☆☆☆ | N/A | N/A | N/A | N/A |
| <i>CompCare</i> | ☆☆☆ | ☆☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆☆ | ☆☆ | ☆☆ |
| <i>Dean Health Plan</i> | ☆☆☆ | ☆ | ☆☆ | ☆☆ | ☆☆☆ | ☆☆ | ☆☆ | ☆☆☆ | ☆☆ |
| <i>Group Health Cooperative-Eau Claire</i> | ☆☆☆ | ☆☆☆ | ☆☆ | ☆☆ | ☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ |
| <i>Group Health Cooperative-South Central</i> | ☆ | N/A | ☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ |
| <i>Health Tradition Health Plan</i> | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆☆ | ☆☆ | ☆☆ | ☆☆☆ | ☆☆ |
| <i>MercyCare HMO</i> | ☆☆☆ | ☆☆☆ | ☆☆ | ☆ | ☆☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ |
| <i>Managed Health Services</i> | ☆ | ☆☆ | ☆☆ | ☆☆ | ☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ |
| <i>Network Health Plan</i> | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆ | ☆ | ☆ | ☆☆ |
| <i>Security Health Plan</i> | ☆☆ | ☆☆☆ | ☆☆☆ | ☆☆☆ | ☆ | ☆☆☆ | ☆☆ | ☆☆☆ | ☆☆ |
| <i>UnitedHealthcare</i> | ☆☆ | ☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ | ☆☆ |
| <i>Unity Health Plan</i> | ☆☆ | N/A | ☆ | ☆☆ | ☆ | ☆☆ | ☆☆ | ☆☆☆ | ☆☆ |
| Range of scores (low - high) | 67.3-93.6% | 66.1-92.1% | 48.6-80.6% | 18.8-49.3% | 5.4-10.4% | 58.8-80.9 % | 80.0-92.0 % | 7.68-8.75* | 8.53-8.92* |

Key:

☆☆☆ Above average ☆☆ Average ☆ Below average

N/A Not applicable—not enough data to score the HMO on this measure.

* These items scored on a 0-10 scale, with 0 being the worst and 10 being the best.

Customer Satisfaction ratings obtained on a survey done in 2006. The survey is done every other year. Health care ratings based on 2006 data about services provided. As a new health plan just beginning enrollment, Children's Community Health Plan was not included in the 2006 survey.

**Early, periodic screening, diagnosis and treatment exams.

HMO Service Areas

The following chart indicates the counties that the Wisconsin BadgerCare Plus HMOs serve. The key to the chart is at the bottom of the page.

| | Adams | Ashland | Barron | Bayfield | Brown | Buffalo | Burnett | Calumet | Chippewa | Clark | Columbia | Crawford | Dane | Dodge | Door | Douglas | Dunn | Eau Claire | Florence | Fond du Lac | Forest | Grant | Green | Green Lake | Iowa | Iron | Jackson | Jefferson | Juneau | Kenosha | Kewaunee | La Crosse | Lafayette | Langlade | Lincoln | Manitowoc |
|---|-------|---------|--------|----------|-------|---------|---------|---------|----------|-------|----------|----------|------|-------|------|---------|------|------------|----------|-------------|--------|-------|-------|------------|------|------|---------|-----------|--------|---------|----------|-----------|-----------|----------|---------|-----------|
| Abri Health Plan | | | | | | | | | | | | | | A | | | | | | | | | | | | | A | | A | | | | | | | |
| Children's Community Health Plan | | | | | | | | | | | A | | A | | | | | | | | | | | | A | | | | | A | | | | | | |
| Compcare | | A | A | A | | P | A | | A | | P | A | | | | A | A | A | | | | A | A | | A | | P | | A | | | P | A | | | |
| Dean Health Plan | | | | | | | | | | | A | | A | A | | | | | | | | A | A | | A | | | A | | P | | | | | | |
| Group Health Cooperative of Eau Claire | | A | A | A | | P | A | | A | P | P | A | | | | A | A | A | | | | A | A | | A | | P | | A | | | | A | | P | |
| Group Health Cooperative of South Central Wisconsin | | | | | | | | | | | | | A | | | | | | | | | | | | | | | | | | | | | | | |
| Gundersen Lutheran Health Plan | | | | | | P | | | | | | P | | | | | | | | | | P | | | | | P | | P | | | A | | | | |
| Health Tradition Health Plan | | | | | | P | | | | | | P | | | | | | | | | | P | | | | | | | | | | A | | | | |
| Managed Health Services | | | | | A | | | A | | A | | | | P | | | | | | A | P | | | A | | | | P | | A | | | | A | A | P |
| MercyCare Insurance Company | | | | | | | | | | | | | P | | | | | | | | | | P | | | | | P | | | | | | | | |
| Network Health Plan | | | | | A | | | A | | A | | | | P | | | | | | A | P | | | A | | | | P | | A | | | | A | A | P |
| Physicians Plus Insurance | | | | | | | | | | | | | A | | | | | | | | | | | | | | | | | | | | | | | |
| Security Health Plan | P | P | A | | | | | | A | A | | | | | | | | A | | | A | | | | | P | A | | P | | | | | A | A | |
| UnitedHealth-care of Wisconsin | | | | | A | | | A | | | | | | P | | | | | | A | | | | A | | | | A | | A | | | | | | A |
| Unity Health Insurance | | | | | | | | | | | P | | A | P | | | | | | | | | A | | | | | A | | | | | | | | |

A = HMO serves entire county

P = HMO serves only part of county

| | Marathon | Marinette | Marquette | Menominee | Milwaukee | Monroe | Oconto | Oneida | Outagamie | Ozaukee | Pepin | Pierce | Polk | Portage | Price | Racine | Richland | Rock | Rusk | St. Croix | Sauk | Sawyer | Shawano | Sheboygan | Taylor | Trempealeau | Vernon | Vilas | Walworth | Washburn | Washington | Waukesha | Waupaca | Wausara | Winnebago | Wood |
|---|----------|-----------|-----------|-----------|-----------|--------|--------|--------|-----------|---------|-------|--------|------|---------|-------|--------|----------|------|------|-----------|------|--------|---------|-----------|--------|-------------|--------|-------|----------|----------|------------|----------|---------|---------|-----------|------|
| Abri Health Plan | | | | A | | | | | A | | | | | | | A | | | | | | | | | | | | | | | A | A | | | | |
| Children's Community Health Plan | | | | A | | | | | A | | | | | | | A | | | | | | | | | | | | | A | | A | A | | | | |
| Compcare | | | | | P | | | | | P | P | P | | | | | P | | P | P | P | A | | | | P | A | | | A | | | | | | |
| Dean Health Plan | | | | A | | | | | A | | | | | | | P | | A | | | A | | | | | | | | | | | A | | | | |
| Group Health Cooperative of Eau Claire | P | | | | P | | | | | P | P | P | | P | | | | | A | P | P | A | | | A | P | A | | | A | | | | | | |
| Group Health Cooperative of South Central Wisconsin | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Gundersen Lutheran Health Plan | | | | | P | | | | | | | | | | | | | | | | P | | | | | P | P | | | | | | | | | |
| Health Tradition Health Plan | | | | | P | | | | | | | | | | | | | | | | | | | | | P | P | | | | | | | | | |
| Managed Health Services | A | | A | A | A | | A | A | A | P | | | | A | | | | A | | | | | A | P | A | | | A | P | | P | A | A | A | A | A |
| MercyCare Insurance Company | | | | | | | | | | | | | | | | | | A | | | | | | | | | | | A | | | | | | | |
| Network Health Plan | A | | A | A | A | | A | A | A | P | | | | A | | | | A | | | | | A | P | A | | | A | P | | P | A | A | A | A | A |
| Physicians Plus Insurance | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Security Health Plan | A | | | | | | A | | | | | | | A | A | | | | A | | | A | | | A | | | A | | P | | | P | | | A |
| UnitedHealth-care of Wisconsin | | | A | A | A | | A | | A | A | | | | | | A | | P | | | | | A | A | | | | | A | | A | A | A | A | A | |
| Unity Health Insurance | | | | | | | | | | | | | | | | | | | | | P | | | | | | | | | | | | | | | |

A = HMO serves entire county

P = HMO serves only part of county

